



Australian Government

CHCSOH020 Develop quality systems in line with registration standards

Release: 1

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Modification History

Release 1. CHCSOH020 Develop quality systems in line with registration standards supersedes and is equivalent to CHCSOH009 Develop quality systems in line with registration standards.

Application

This unit describes the performance outcomes, skills and knowledge required to develop policies and procedures for a social housing organisation in line with Commonwealth and State/Territory registration standards. It includes the development of continuous improvement processes to uphold compliance, probity and quality.

This unit applies to individuals who work in a social housing context. They are typically senior workers working autonomously within broad guidelines.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Social Housing

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Contribute to the integrity and governance of a social housing organisation.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Contribute to the development, documentation and implementation of organisational code of conduct, mission, values, policies and procedures that reflect legislative standards and requirements.

- 1.2. Ensure members of the governing body have sufficient training and communication skills to carry out their role.
 - 1.3. Develop, document and maintain a resource kit for members of the governing body which outlines their legal requirements, estimated time commitments, organisational expectations of the member, organisational code of conduct and division of responsibility between the governing body and organisational management.
 - 1.4. Establish strategies to identify, manage and mitigate potential, perceived and actual conflicts of personal interest and organisational interest.
 - 1.5. Identify situations requiring specialist advice and seek specialist advice from professionals.
 - 1.6. Establish and maintain organisational policies and procedures for record keeping systems.
2. Manage risk.
 - 2.1. Determine risks to the business and identify effective and financially sustainable strategies and control measures to address risks.
 - 2.2. Establish authority and accountability for management of risks to the business.
 - 2.3. Establish system of communicating risk and controls to governing body, management and staff.
3. Manage staffing issues to address organisational performance.
 - 3.1. Develop, document and maintain policies on staff recruitment, development and management that reflect good practice guidelines outlined in current community housing standards.
 - 3.2. Develop, document and maintain position descriptions including organisational code of conduct, management objectives and role of individual employee in achieving those objectives.
 - 3.3. Develop, document and maintain systems to ensure staff remuneration is commensurate with their skills and experience, scale and complexity of organisational operations, and in line with industrial awards and other similar agencies.
 - 3.4. Define the relationship between remuneration, organisational performance and individual performance to ensure transparency.
4. Manage financial viability issues.
 - 4.1. Contribute to the development and documentation of a long-term business plan that demonstrates organisational financial viability and solvency.
 - 4.2. Develop, document and implement policies and strategies to minimise prolonged vacancies in housing stock and subsequent loss of rental income.

- 4.3. Establish authority, accountability and compliance according to organisational policies and procedures and current community housing standards in regard to financial, administrative and information management systems.
- 5. Develop, document and implement tenancy management strategies.
 - 5.1. Develop, document and implement systems to review rent modelling and impact of organisational policy on the tenant population and organisational financial viability.
 - 5.2. Develop and document policies and strategies to sustain tenancies where the tenant faces financial difficulty with rent arrears.
 - 5.3. Develop, document and implement policies and strategies in line with current community housing standards in relation to fair and equitable access and allocation of housing, and meeting the requirements of clients with complex needs on low income.
- 6. Oversee management and maintenance of housing stock.
 - 6.1. Develop, document and implement systems for maintaining properties under organisational ownership and management to a community standard.
 - 6.2. Develop, document and implement policies and procedures to ensure a regular program of inspection, maintenance and upgrade of properties that complies with the guidelines for good practice in asset management according to current community housing standards.
 - 6.3. Develop, document and implement systems for organisational tenant consultation when acquiring and developing new housing stock.
- 7. Develop continuous improvement processes.
 - 7.1. Identify areas of quality and compliance against current community housing registration standards.
 - 7.2. Develop and document continuous improvement processes to monitor and review quality and compliance issues.
 - 7.3. Involve stakeholders in continuous improvement processes.
 - 7.4. Implement improvements in response to continuous improvement processes and stakeholder feedback.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Release 1. CHCSOH020 Develop quality systems in line with registration standards supersedes and is equivalent to CHCSOH009 Develop quality systems in line with registration standards.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCSOH020 Develop quality systems in line with registration standards

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- develop and document policies, procedures and systems for one social housing organisation compliant with current community housing registration standards
- identify one organisational risk and establish and communicate strategies, control measures and continuous improvement processes to address it.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- continuous improvement principles
- quality assurance principles
- good governance principles:
 - conduct of governing body and employees
 - privacy and confidentiality of information
 - transparency and accountability in dealings
 - management of conflicts of interest
- issues impacting long term financial viability:
 - solvency and cash flow
 - income variability
 - ongoing expenditure
 - financial reporting requirements
- current Commonwealth and State or Territory community housing registration standards
- techniques for developing organisational policies, procedures, systems and standards for:
 - documentation and record keeping
 - risk management
 - staff management
 - tenancy management
 - property management and maintenance

- principles of accountability, policy formation, development of strategy, compliance, and monitoring and review.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure:

- access to suitable facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to current Commonwealth and State or Territory community housing registration standards
- opportunities for engagement with diverse clients.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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